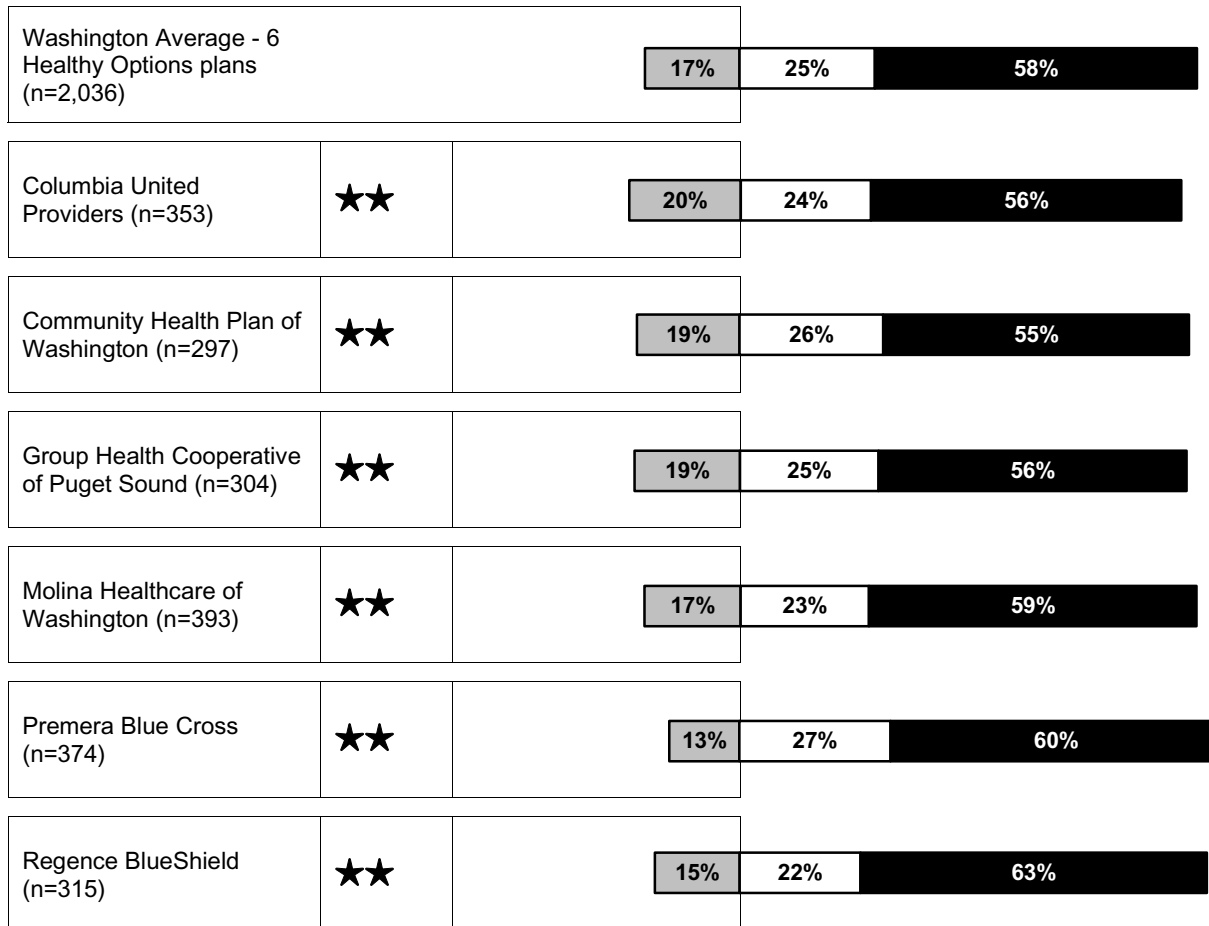


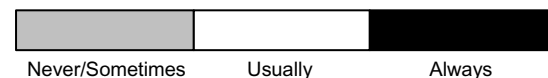
Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

Family Centered Care: Shared Decision Making

This chart summarizes the responses to survey questions 47, 48, 49, and 50 contained in the children with chronic conditions composite, “Family Centered Care: Shared Decision Making.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

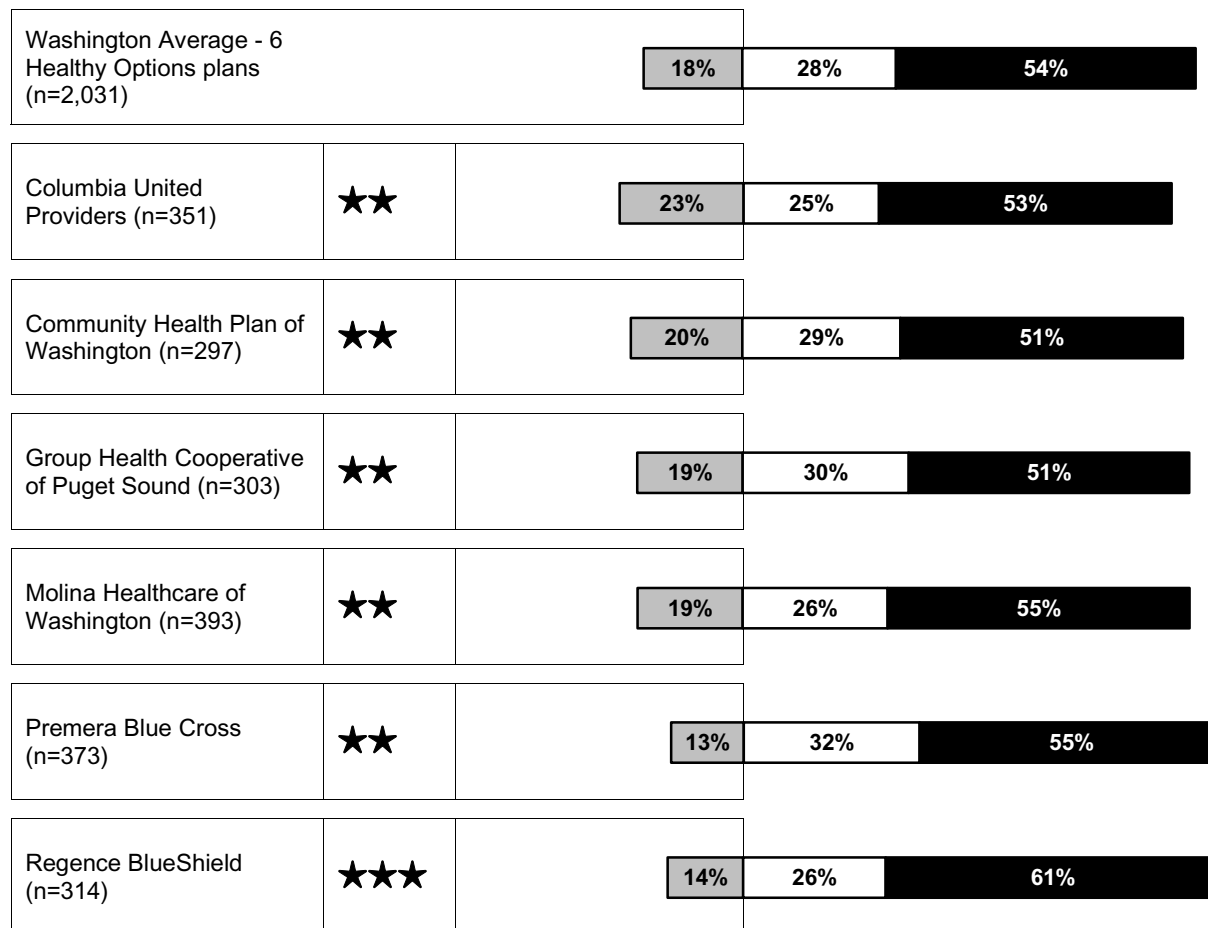
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

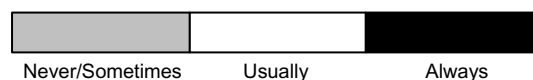
Question 47

Family Centered Care: Shared Decision Making

Q47. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

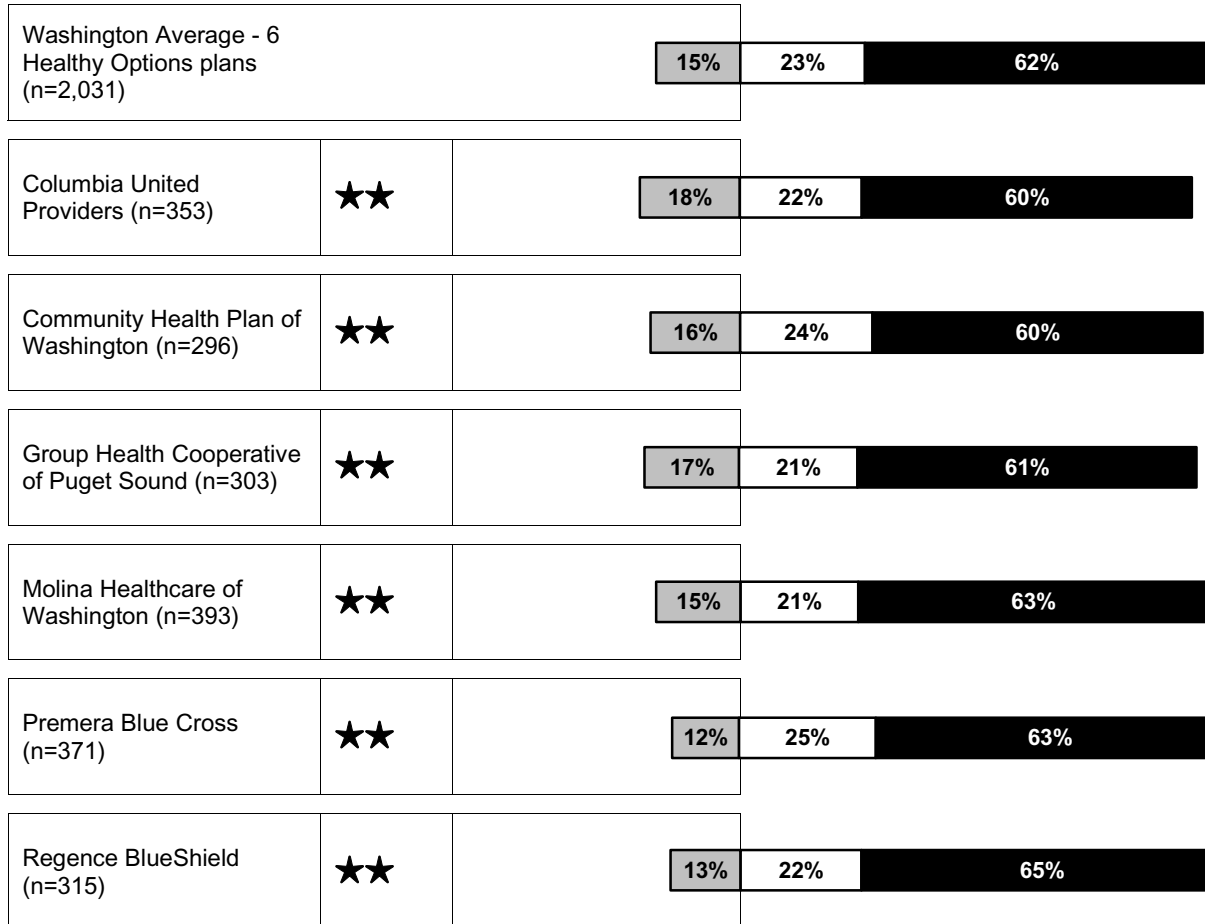
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

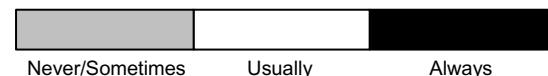
Question 48

Family Centered Care: Shared Decision Making

Q48. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

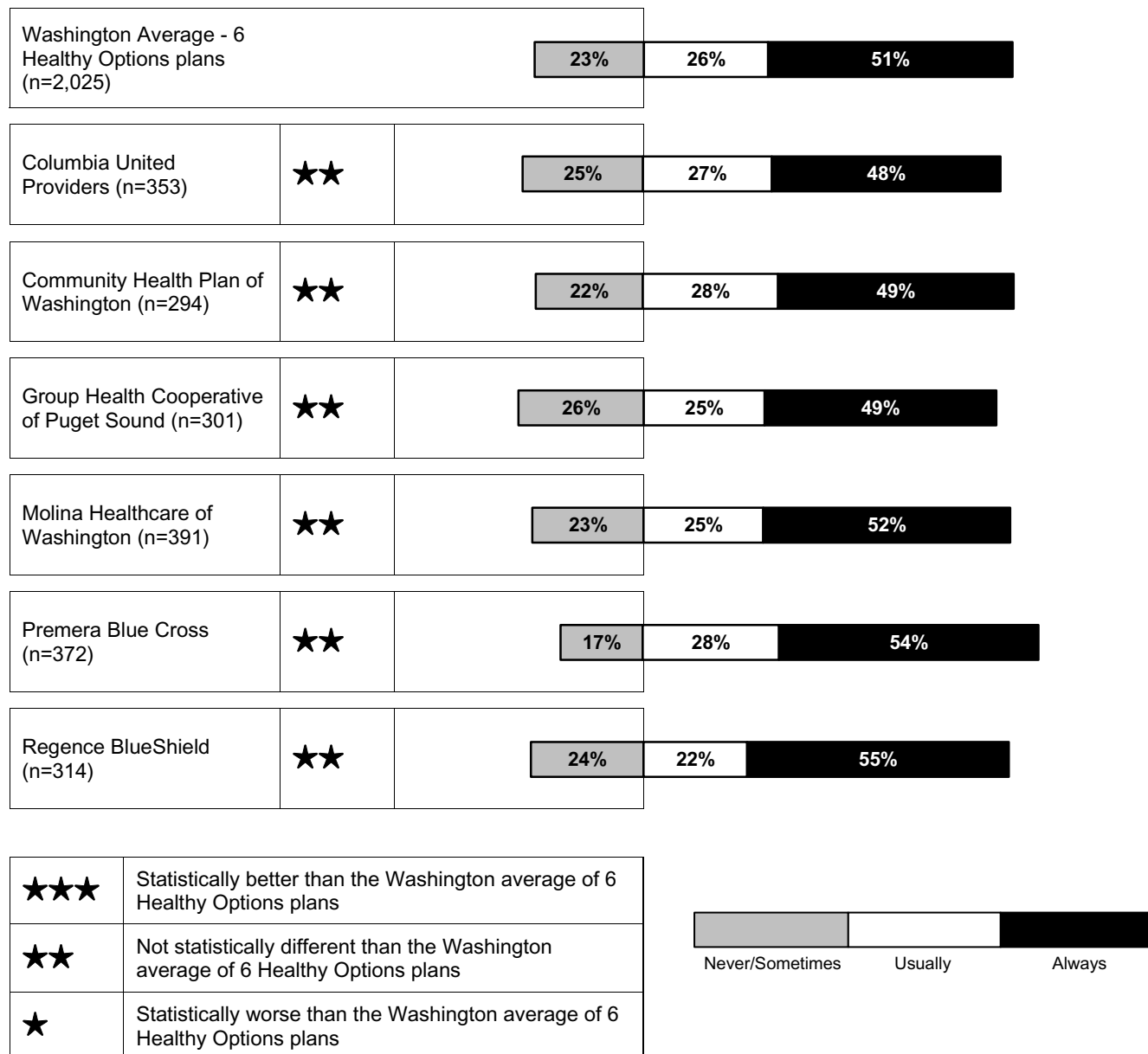
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Question 49

Family Centered Care: Shared Decision Making

Q49. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



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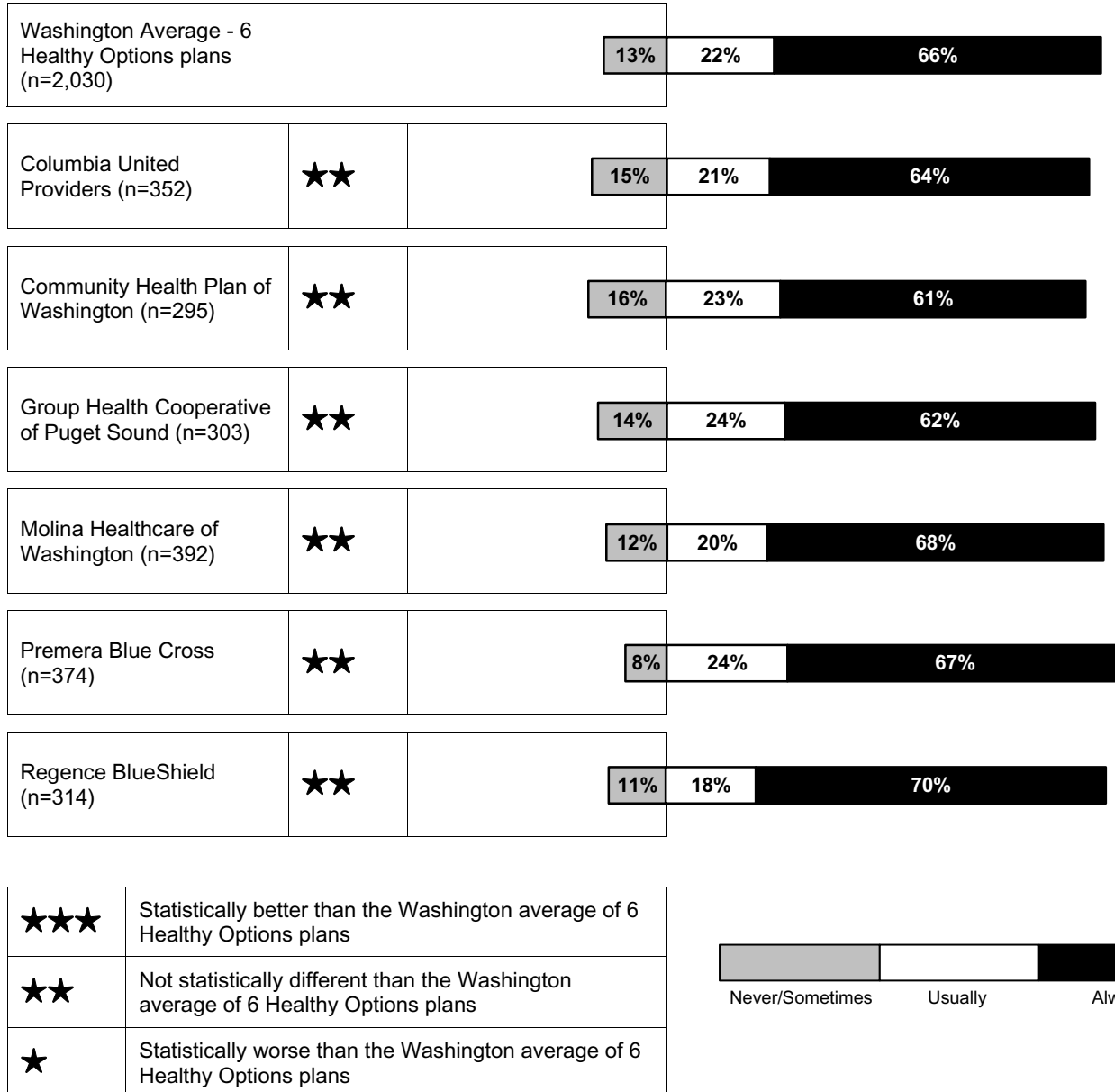
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Question 50

Family Centered Care: Shared Decision Making

Q50. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"



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